

The CP Connection

The Community Partner Newsletter

Issue 3

March 2015



"Hope is the thing with feathers that perches in the soul - and sings the tunes without the words - and never stops at all."

— Emily Dickinson

Warm wishes for an exciting year!

Happy Spring from the MHLA office! We are continuing to see enrollments go up and up every month, and at the same time seeing significant improvements in the quality of applications – meaning fewer and fewer disenrollments – something that I am sure we are all glad to see.

However as the days start to get longer and the weather gets a bit warmer, that means that we have lots of big changes coming along in time for Spring. April 1st is the day that we move from Fee-For-Service payment to Monthly Grant Funding – a huge win for us all, if you think about the fact that DHS and clinics have been planning for this day – planning for payment reform –going back to 2010. So April is a big milestone for us all and we should all be proud of the work we've done. We are doing a lot of planning here in the Operations Office to make sure the transition happens smoothly for us all.

April 1st is also the day that all enrollers in MHLA will need to be CEC, CAA or We've Got You Covered (WGYC) trained and certified in order to continue enrolling after this date. Thanks to a partnership with Health Net, Maternal and Child Health Access (MCHA) and Neighborhood Legal Services (NLS), we are offering more WGYC trainings in April.

Several staff in the MHLA office have attended the trainings and said they were excellent. Some staff even said it was truly enjoyable! I'm not surprised to learn this—MCHA and NLS are excellent trainers and have been doing this work for a long time. I have also heard that enrollers who attended learned a lot, so I hope you sign up and take advantage of this opportunity.

The My Health LA program is going really well. Congratulations to all. And don't hesitate to reach out to me or the MHLA program advocates if you need any help!

Amy

Inside this issue:

Meet the MHLA Eligibility and Audit Unit on Page 2.

Need to become a certified enroller? We Got You Covered Trainings are here! See Page 3 for more details.

New One-e-App Tips Sheet on Person Clearance Screen. Find out more on Page 3.

MHLA Program Office Spotlight: The Eligibility & Audit Unit!

The My Health LA (MHLA) Eligibility and Audit Unit serves multiple needs of our Community Partners (CPs). The team, led by Manager Barbara Marshall, not only reviews randomly selected One-e-App (OEA) participant profiles from each CP but also provides eligibility and enrollment technical assistance for CPs on the Subject Matter Expert Help Line.

The ongoing monitoring audit process is new for everyone and MHLA appreciates the collaboration from all of our CPs. The process begins when a list of the participant profiles is sent to the CP eligibility leads from the MHLA Eligibility & Audit Unit. MHLA then conducts a concurrent review of the same files and then reviews the findings with the CP, hopefully with the same results.

The goal for this process is to streamline the enrollment process, address the needed training issues and create a smoother process. The end result will be quality applications in OEA and a seamless collaborative effort between MHLA and each CP to ensure quality work.

The staff photo below, left to right are: Maria Ortega, Monte McIntyre, Paula Ramos, Victor Johnson (rear), Maria Quesada (center), Annie Chan (front), Ernesto Reynoso (rear), Toiya Clark (front), Barbara Marshall (Manager), Robert Hubbard and Rosemarie Serna. Missing from the photo are Ernesto Grimes, Roy Barker Jr., Eriberto Lawas, and Petra Ornelas.



Securing “We’ve Got You Covered!” A Collaborative Effort



In collaboration with Maternal and Child Health Access (MCHA), Neighborhood Legal Services, and a generous grant from Health Net, Los Angeles County, Department of Health Services has secured funding for the program “We’ve Got You Covered!” See next page for complete details.

In bottom photo, from left to right, Liz Ramirez, Director of Training and Education, MCHA, Dr. Mitchell H. Katz, Director of Health Services for Los Angeles County and Carol Kim, Director of Public Affairs, Health Net, Inc.

We've Got You Covered Training Sessions

My Health LA, in collaboration with Maternal and Child Health Access (MCHA), Neighborhood Legal Services, and a generous grant from Health Net, We've Got You Covered (WGYC) trainings are offered to Community Partner (CP) staff who have NOT yet received CEC, CAA or the WGYC certification.

Why is this important? In the contract, Exhibit A – Statement of Work, III. Contractor Requirements, D. Eligibility and Enrollment Requirements (see below), states all enrollers must be certified by April 1, 2015. Failure to be certified after April 1, 2015 will terminate enroller's One-e-App (OEA) access.

The refresher courses will be offered in April to those individuals already certified but interested in a refresher. However, priority will be given to those individuals seeking first time WGYC certification.

Certification is a contractual requirement for CP staff to enroll MHLA participants. The contract states:

"On or after April 1, 2015, Contractor shall utilize only Certified Application Assistors (CAAs), Certified Enrollment Counselors (CECs), persons who have successfully completed the We've Got You Covered training, and/or any person who has met the training requirements specified by the Department in a PIN ("Qualified Enrollers") to take and submit Program applications according to Program rules. CAAs/CECs shall screen applicants for eligibility in Federal, State and other local health insurance programs. Contractor shall provide documentation demonstrating that persons performing enrollment have the required qualifications to be Qualified Enrollers. Program enrollment shall not occur when an applicant is found to have eligibility for, or be enrolled in, another health care insurance program, unless the program is one which the

Department, at its sole discretion, has excluded from this provision."

The following is a list of the upcoming trainings. Please do not call MHLA to RSVP for these trainings. An email has been forwarded to all CPs with the MCHA link to register for these trainings. If you have not received this information, please contact your Program Advocate for the informational email.

The following is a list of the upcoming trainings. For more information, contact **Soledad Cisneros**, MCHA at soledadc@mchaccess.org.

Final dates and locations for the *We've Got You Covered* Training Sessions:

APRIL 15, 2015

Maternal and Child Health Access
1111 W. 6th St., 3rd Floor
Los Angeles, CA 90017

APRIL 17, 2015

Maternal and Child Health Access
1111 W. 6th St., 3rd Floor
Los Angeles, CA 90017

APRIL 29, 2015

Maternal and Child Health Access
1111 W. 6th St., 3rd Floor
Los Angeles, CA 90017

New One-e-App (OEA) Tips Sheet

MHLA has developed a new Tip Sheet to clarify the process of the **Person Clearance Screen**. Through a careful person clearance, we can avoid giving one person two Person ID numbers or mistaking a new person who is trying to apply for someone who is already known to OEA. Making these mistakes has payment implications for clinics and continuing care implications for patients. The new Tip Sheet tells you how to do a proper person clearance in OEA.

OEA is designed for a participant to keep their unique Person ID throughout their MHLA history s/he keeps the same Person ID year after year. If you are modifying or renewing an application, the participant whose application is being modified or renewed will show a match on the Person Clearance screen. The participant has already been assigned a Person ID and a new one should not be generated.

The MHLA program has encountered too many applications where two participants with the same name but different dates of birth or places of birth were erroneously given the same Person ID. This is very difficult to fix and affects payment for the clinics. For this reason, it is particularly important to be careful to check the information on the Person Clearance screen before proceeding with the application. The OEA Tips Sheets are available on the MHLA website under Eligibility and Enrollment under training materials. Contact your Program Advocate if you have any questions!



MHLA Program Office Announcements

Enrolling Pediatric Participants under 16 years of age

My Health LA (MHLA) Community Partner sites & physicians must be Child Health & Disability Prevention Program (CHDP) certified before you can enroll a child to that site. If the site is not CHDP certified, you may not bill MHLA for these individuals. Please call your Program Advocate if you have any questions.

Appropriate Enrollment Sites

Please remember that CPs may not enroll new participants in mobile vans or at community events as this is a contractual requirement. We appreciate your support in this effort.

New Provider Information Notice (PIN) on Bi-Directional Referrals between the Department of Health Services and Community Partners

The MHLA Program Office has just disseminated the latest PIN to each Community Partner. It contains information on the process of bilateral referrals. If you have any questions, please contact your Program Advocate. We are here to help.

Visit the MHLA website!

The MHLA Website is an excellent resource for Community Partners (CPs) on topics ranging from how to apply for a One-e-App (OEA) user account to accessing the pharmacy formulary.

Over the last month, the MHLA Program Office has updated the website with all kinds of new and revised tools for you!

Log in now to find:

- Revised *How do I enroll* Fact Sheet
- Revised OEA webinar presentation
- Updated CP Clinic Open-Closed list
- Newsletter tab added
- Provider Information Notice (PIN) & Provider Bulletin link refreshed
- Reference Manual Tabs 1 and 9 have been revised and updated
- OEA New User Application uploaded in Eligibility & Enrollment section
- OEA Tip Sheet on Documents Received has been uploaded to Eligibility & Enrollment section

Go to: <http://dhs.lacounty.gov/wps/portal/dhs/mhla>



The CP Connection

The Community Partner Newsletter for My Health LA

Amy Luftig Viste

Director

Philip Barragan

Newsletter Editor

Contributors: Jorge Lopez, Cinderella Barrios-Cernik, Raymond Plaza, Francia Nava

For contributions or information about this publication, please send an email to: pbarragan@dhs.lacounty.gov.